California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:

Consolidated Communications

Reporting Unit Type:

✓ Total Company ☐ Exchange ☐ Wire Center

U#:

Measurement (Compile monthly, file quarterly)		Date filed (05/15/2019) 1st Quarter			Date filed (08/15/2019) 2nd Quarter			Date filed (11/15/2019) 3rd Quarter			Date filed (02/15/20) 4th Quarter			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days		Total # of business days				•	í			Ŭ				
		Total # of service orders												
		Avg. # of business days												
Installation Commitment		Total # of installation commitments												
		Total # of installation commitment met												
Min. standard = 9	5% commitment met	Total # of installation commitment missed												
		% of commitment met												
Customers		Acct # for voice or bundle, res+bus	14,237	14,097	13,964	13,751	13,570	14,512	13,292	13,163	13,037	12,904	12,846	12,695
Customer Troub	le Report													
		Total # of working lines	21,002	20,796	20,622	20,283	20,003	22,043	19,584	19,457	19,305	19,122	19,062	18,824
	6% (6 per 100 working lines for	Total # of trouble reports	0	0	0	0	0	0	0	0	0	-	-	-
ġ	units w/ \geq 3,000 lines)	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
ıdar		Total # of working lines												
tan	8% (8 per 100 working lines for	Total # of trouble reports												
ı. S	units w/ 1,001 - 2,999 lines)	% of trouble reports												
Ш. М	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	-	-	-
Adjusted		Total # of repair tickets restored in \leq 24hrs	0	0	0	0	0	0	0	0	0	-	-	-
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	0%	0%	0%	0%	100%	0%	0%	0%	100.0%	0%	0%	100.0%
Min. standard = 9	0% within 24 hrs	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00		0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
		Avg. outage duration (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00		0:00:00	0:00:00	0:00:00		0:00:00	0:00:00	0:00:00
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	-	-	-
Unadjusted		Total # of repair tickets restored in < 24hrs	0	0	0	0	0	0	0	0	0	-	-	-
Out of Service R	eport	% of repair tickets restored ≤ 24 Hours	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
		Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
		Avg. outage duration (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
Refunds		Number of customers who received refunds	0	0	0	1	5	0	0	2	0	-	-	-
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ (25.00)	\$ (153.60)	\$ - \$	-	\$ (24.14)	\$ (37.68)	-	-	-
Answer Time (Tro	ouble Reports, Billing & Non-Billing)													
Min. standard = 80% of calls ≤ 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing	19,395	16,090	18,005	16,463	16,037	14,986	17,333	18,658	15,724	15,106	12,443	13,847
live agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent	971,228	554,686	710,081	555,199	392,924	470,863	1,220,792	2,484,691	2,259,287	2,163,391	466,457	640,768
		% <u><</u> 60 seconds	81.4%	88.0%	82.9%	89.6%	88.8%	85.3%	71.3%	57.8%	58.0%	48.56%	81.48%	80.00%

Name: Julie Poon

Phone: 916-786-1034

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors) Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

Report Year:

2019

Reporting Unit Name:

U-1015-C

Total Company - Consolidated Communications

Primary Utility Contact Information

Email: julie.poon@consolidated.com

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:

Consolidated Communications

Reporting Unit Type:

Total Company Exchange

✓ Wire Center

U#:

Reporting Unit Name:

Measurement (Compile monthly, file quarterly)				Date filed (05/15/2019)			Date filed (08/15/2019)			Date filed (11/15/2019)		Date filed (02/15/20)			
			1st Quarter		2nd Quarter			3rd Quarter			4th Quarter				
Total # of business days		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
Installation Interval Min. standard = 5 bus. days		Total # of service orders													
		Avg. # of business days													
		Total # of installation commitments													
Installation Commitment		Total # of installation commitment met													
	% commitment met	Total # of installation commitment missed													
		% of commitment met													
Customers		Acct # for voice or bundle, res+bus	4,573	4,521	4,476	4,405	4,346	4,529	4,295	4,209	4,154	4,103	4,073	4,020	
Customer Trouble	e Report		,					,		,			,	,	
	·	Total # of working lines	5,946	5,880	5,827	5,731	5,652	6,057	5,572	5,486	5,426	5,365	5,334	5,263	
	6% (6 per 100 working lines for	Total # of trouble reports	0	0	0	0	0	0	0	0	0	0	0	0	
ē	units w/ ≥ 3,000 lines)	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Idai	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines													
tan		Total # of trouble reports													
s .		% of trouble reports													
W	10% (10 per 100 working lines for units w/ \leq 1,000 lines)	Total # of working lines													
		Total # of trouble reports													
		% of trouble reports													
		Total # of outage report tickets	0	0	0	0	0	0	0	0	C	0	0	0	
Adjusted		Total # of repair tickets restored in \leq 24hrs	0	0	0	0	0	0	0	0	C	0	0	0	
Out of Service Re	port	% of repair tickets restored ≤ 24 Hours	100%	0.0%	0%	0%	100%	100%	0%	0%	100%	0%	100%	0%	
Min. standard = 90	% within 24 hrs	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
		Avg. outage duration (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
		Total # of outage report tickets	0	0	0	0	0	0	0	0	C	0	0	0	
Unadjusted		Total # of repair tickets restored in \leq 24hrs	0	0	0	0	0	0	0	0	C	0	0	0	
Out of Service Re	port	% of repair tickets restored \leq 24 Hours	0.0%	0.0%	0%	0%	0%	0%	0.0%	0.0%	0.0%		0%	0%	
		Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
		Avg. outage duration (hh:mm)	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	
Refunds		Number of customers who received refunds	0	0	0	0	1	0	0	0	C	0	0	0	
		Monthly amount of refunds	\$ - 3	ş - ş	-	\$-	\$ (6.97)	\$-	\$ -	\$ -	\$ (6.56)	\$ -	\$-	\$ -	
•	uble Reports, Billing & Non-Billing)														
Min. standard = 80% of calls ≤ 60 seconds to reach		Total # of calls for TR, Billing & Non-Billing													
live agent (w/a menu option to reach live agent).		Total # of call seconds to reach live agent													
		% <u><</u> 60 seconds	*NOTE: Answe	Time is not available at s	switch level	*NOTE: Answ	er Time is not available a	t switch level	*NOTE: Answ	ver Time is not available a	at switch level	*NOTE: Ansv	ver Time is not available a	at switch level	

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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

U-1015-C	Report Year:	2019
ting Unit Name:	Citrus Heights - 72G	

Primary Utility Contact Information

Email: julie.poon@consolidated.com

California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:

Consolidated Communications

Reporting Unit Type:

Total Company Exchange ✓ Wire Center U#:

Measurement (Compile monthly, file quarterly)			Date filed (05/15/2019)				Date filed (08/15/2019)	Date filed (11/15/2019)			Date filed (02/15/20)				
	、 ·		Jan	1st Quarter Feb	Mar	Apr	2nd Quarter May	Jun	Jul	3rd Quarter Aug	Sept	4 Oct	th Quarter Nov	Dec	
Installation Interval Total # of business days Min. standard = 5 bus. days Total # of service orders Avg. # of business days		Jan	160	Ividi		Iviay	5011	501	Aug	Сері	001		Dec		
		Avg. # of business days												í	
Total # of installation commitments															
Installation Commitment		Total # of installation commitment met													
	= 95% commitment met	Total # of installation commitment missed												ĺ	
		% of commitment met												l	
		Acct # for voice or bundle, res+bus	9,664	9,576	9,488	9,346	9,224	9,983	8,997	8,954	8,883	8,801	8,773	8,676	
Customer Tro	ouble Report					, -		,							
	•	Total # of working lines	15,056	14,916	14,795	14,553	14,352	15,986	14,012	13,971	13,879	13,757	13,727	13,561	
	6% (6 per 100 working lines for	Total # of trouble reports	0	0	0	0	0	0	0	0	0				
ą	units w/ ≥ 3,000 lines)	% of trouble reports	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Idai		Total # of working lines												Í	
tan	8% (8 per 100 working lines for	Total # of trouble reports													
ı. S	units w/ 1,001 - 2,999 lines)	% of trouble reports													
Mir		Total # of working lines												[
	10% (10 per 100 working lines	Total # of trouble reports												i	
	for units w/ \leq 1,000 lines)	% of trouble reports													
		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0	
		Total # of repair tickets restored in \leq 24hrs	0	0	0	0	0	0	0	0	0	0	0	0	
Adjusted	- Demost	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	0%	100%	0%	100%	0	0	0	
Out of Service	= 90% within 24 hrs			100%	100%	100%	100%	0:00:00	100%	0:00:00	100%	0:00:00	0:00:00	0.00.00	
Min. Standard	- 30 % Within 24 ms	Sum of the duration of all outages (hh:mm)	0:00:00									0:00:00		0:00:00	
		Avg. outage duration (hh:mm)	0:00:00	0	0	0		0:00:00	0	0:00:00	0	0	0:00:00	0:00:00	
Line divisional		Total # of outage report tickets	0	0	0	0	0	0	0	0	0	0	0	0	
Unadjusted	a Banart	Total # of repair tickets restored in \leq 24hrs % of repair tickets restored \leq 24 Hours	0	0	0	0	0	0	0	0	0	0%	0%	0%	
Out of Service	екероп	Sum of the duration of all outages (hh:mm)	0.0%	0.0%	0.0%	<u> </u>	0%	0%	0.0%	0:00:00	0.0%	0:00:00	0:00:00	0:00:00	
			0:00:00	0:00:00	0:00:00	0:00:00	0:00:00				0:00:00		0:00:00		
Avg. outage duration (hh:mm) Refunds Number of customers who received refunds		Number of customers who received refunds	0.00.00	0.00.00	0.00.00	0.00.00	0.00.00	0.00.00	0.00.00	0.00.00	0.00.00	0.00.00	0.00.00	0.00.00	
Monthly amount of refunds			0	\$ -	\$ -	\$ (25.00)	\$ (146.63)	\$	\$ -	\$ (24.14) \$	(31.12)	\$ -	\$ -	\$ -	
Answer Time ((Trouble Reports, Billing & Non-Billing)		φ -	Ψ -	φ -	φ (25.00)	ψ (140.05)	Ψ -	Ψ -	φ (27.17) Φ	(31.12)	φ -	φ -	φ -	
Min. standard = 80% of calls ≤ 60 seconds to reachTotal # of calls for TR, Billing &live agent (w/a menu option to reach live agent).Total # of call seconds to reach		Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent $\% \leq 60$ seconds	*NOTE: Answ	*NOTE: Answer Time is not available at switch level			*NOTE: Answer Time is not available at switch level			*NOTE: Answer Time is not available at switch level			*NOTE: Answer Time is not available at switch level		

Primary Utility Contact Information

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Phone: 916-786-1034

U-1015-C

Report Year:

2019

Reporting Unit Name:

Roseville - 78G

Email: julie.poon@consolidated.com